

FIG. 1

FAX  
Interactive Voice Response  
Voice Recognition

118

116

114

106

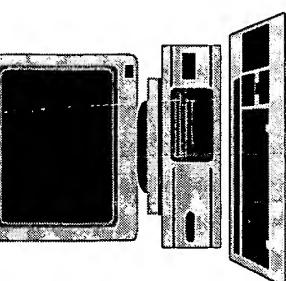
Database Server

108  
Web Server

110

Internet

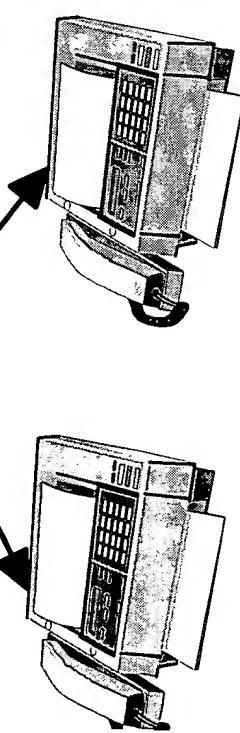
112



Web TV Access

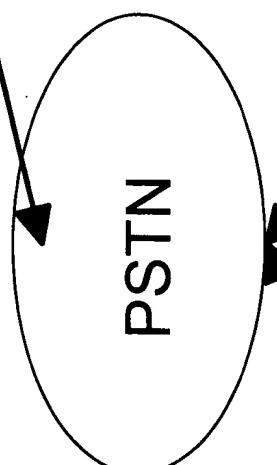
100

102



104

PSTN



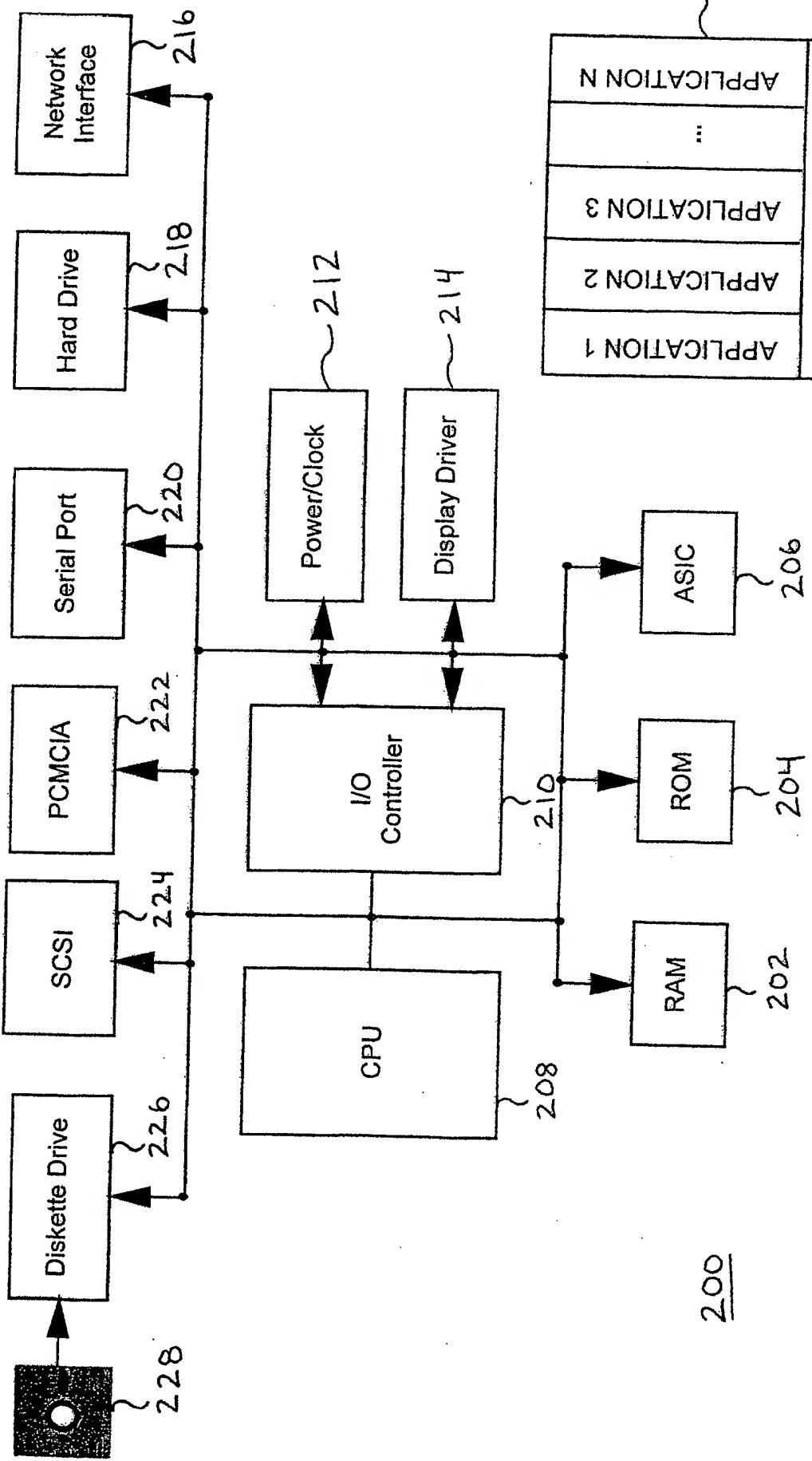


FIG. 2

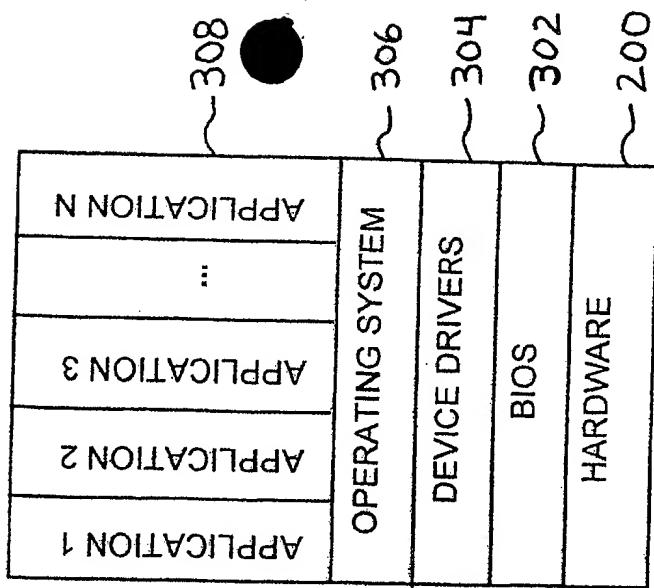


FIG. 3

**FIG. 4**

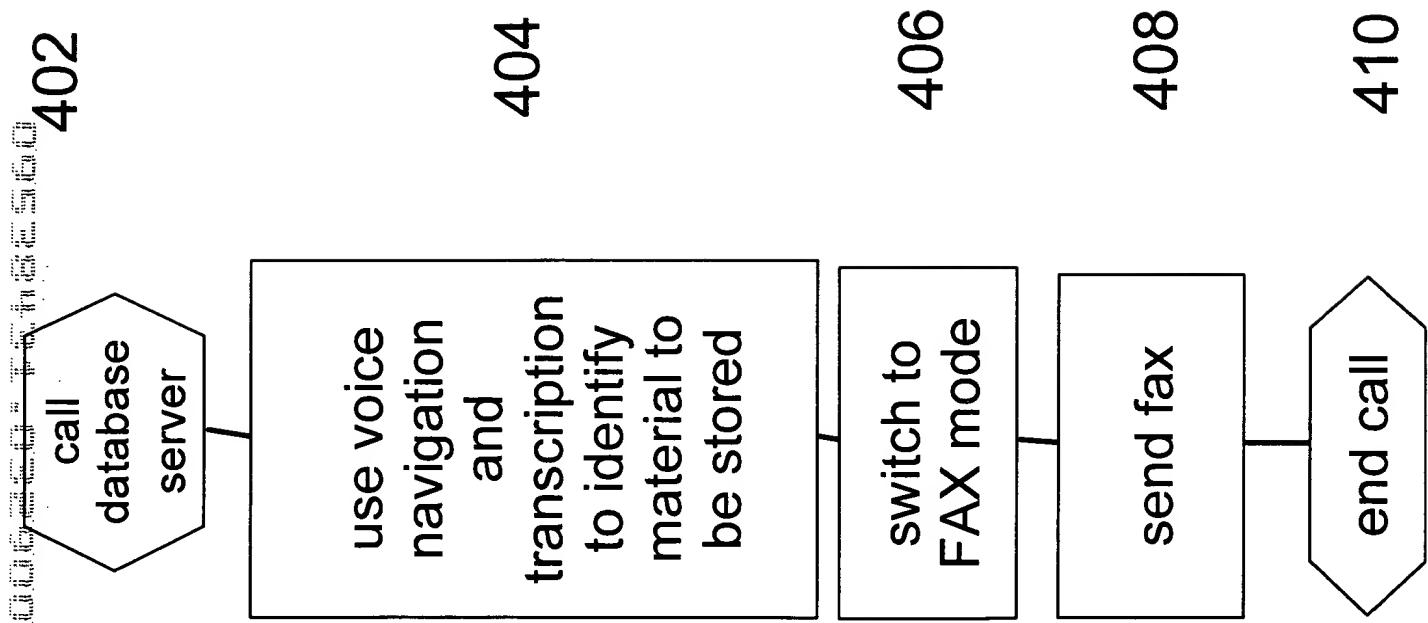
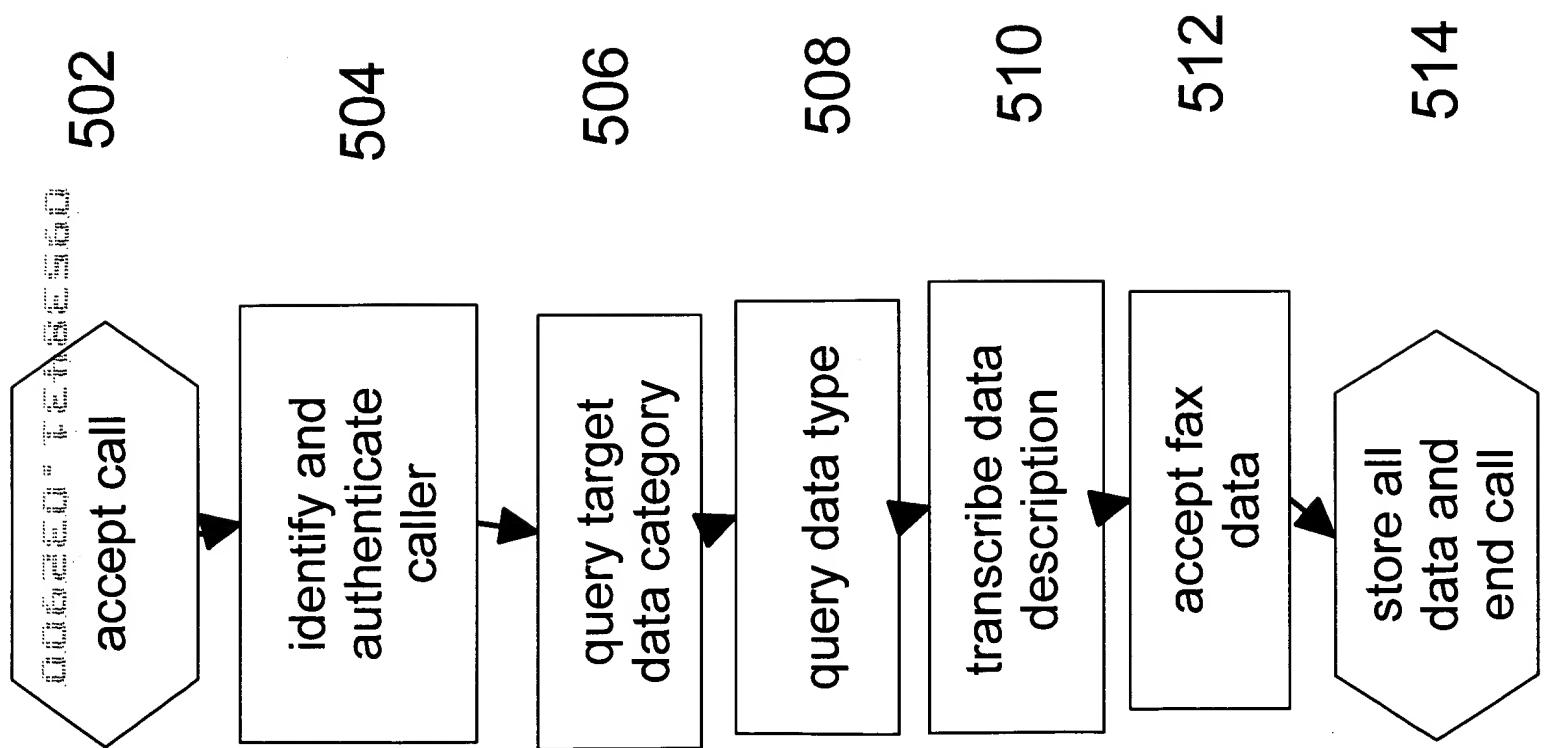
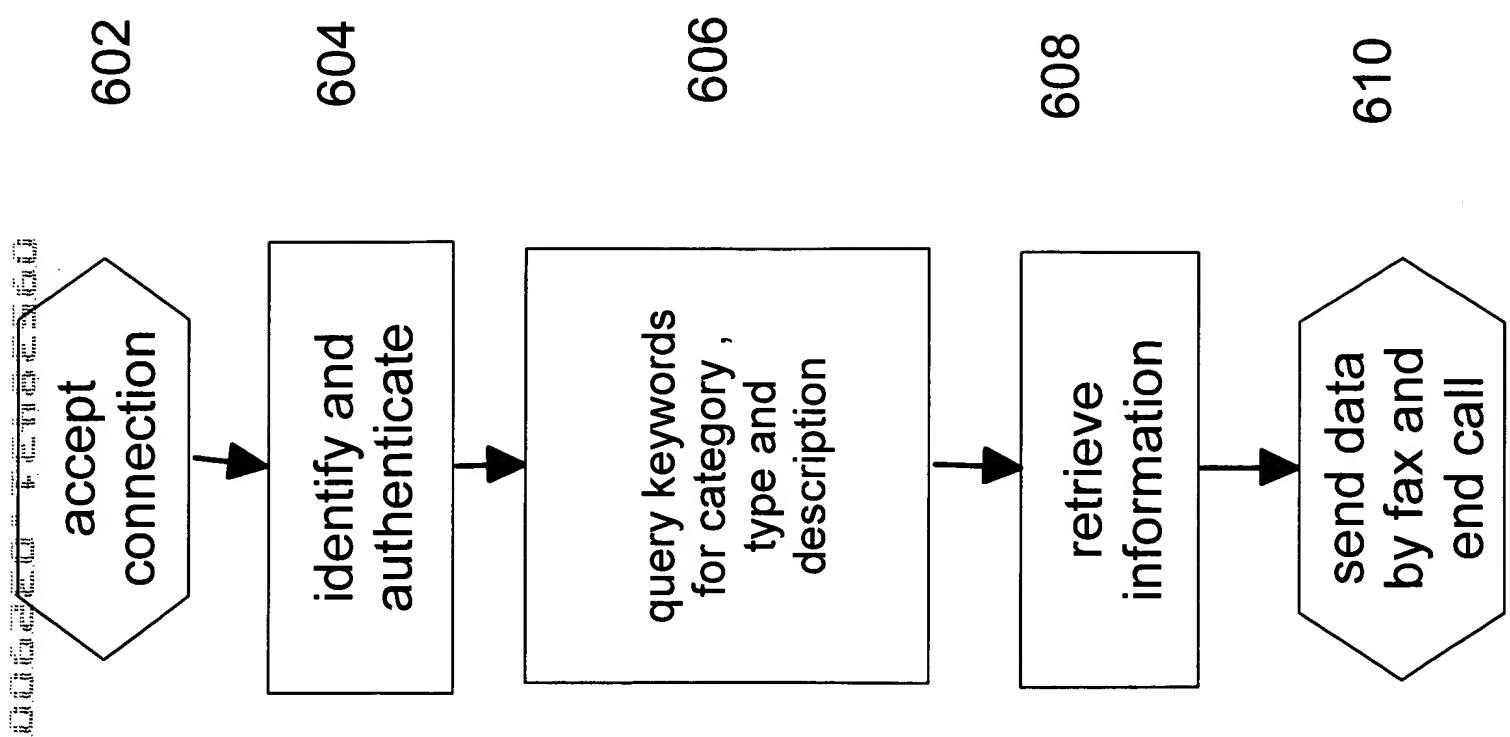


FIG. 5



**FIG. 6**



**FIG. 7**

